
From: Byrne, Eric (DPH)
Sent: Thursday, November 03, 2011 4:24 PM
To: Nally, Jim (ITD); Perchase, Donna (EHS); Lok, Peter (DPH); Shah, Kiran (ITD); Thibault, Mark (DPH); Caloggero, Dina (DPH); Nassif, Julianne (DPH); Lima, Robert W (DPH); Demers, Daniel (HLY); Hanchett, James (DPH); Taugher, Helen (DPH); Popstefanija, Marija (DPH); Salem, Sharon (DPH)
Subject: DPH Amherst Site Back Online

The UMass Amherst campus including the space that houses the DPH Programs, lost power Saturday night at about 11:00pm due to the unexpectedly destructive storm that hit the state.. Power was restored some time on Sunday, but when staff tried to log in to their computers on Monday morning they found there was no network connectivity.

The initial problem was a hardware failure; the power supply on the router had failed, possibly due to a power surge. ITD sent a new router which I set up at the site on Wednesday along with a new 1500VA APC Smart-UPS. Working with ITD to confirm that everything was set up and working correctly we still had no connection outside the local area network. Verizon had been contacted by ITD earlier and was called again to verify that their circuit was up and functional. UMass OIT was contacted again to verify that their link from the Verizon dmarc to the DPH offices was up and functional.

Verizon was on the UMass campus Thursday morning and checked the circuit at their dmarc. They found the circuit to be up and functional. UMass OIT checked their link for the third time and again found it to be up functional. Kevin from ITD prepared another router and drove it from Chelsea to Amherst this afternoon. When this new router was booted the circuit came back up within minutes. The site is back online and operating normally. The exact cause for the second router's failure was not determined.

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